VOLUME 95 NUMBER 1117
1994

Volume 95 1994

AUTHOR AND TITLE INDEX

	issue	page
A		
(The) Academic Libraries of Developing Countries: Towards Effective Book Provision in the Face of Austerity, BOAKYE, G.	1116	12
ADDYMAN, T., The Internet: International Information Highway	1115	4
AFOLABI, M., Career Opportunities for Library and Information Science Professionals in Africa	1114	13
(The) Aldham Robarts Learning Resources Centre, REVILL, D.	1115	10
ALEMNA, A., Alternative Approaches to Finding University Libraries in Africa	1112	15
All You Need to Know about Genealogy – Course Report, ASHCROFT, L.	1112	26
Alternative Approaches to Finding University Libraries in Africa, ALEMNA, A.	1112	15
Another Future for the Romanian Libraries, STOICA, I.	1111	25
ASHCROFT, L., All You Need to Know about Genealogy – Course Report	1112	26
ASHCROFT, L., Seventeenth International Online Information Meeting: A Report	1112	18
ASHCROFT, L., Training for Co-operation	1111	28
ASHCROFT, L. and DONNELLY, H., Disaster Planning in the 1990s – Getting it Right	1117	25
AWOGBAMI, P.A., CD-ROM: Cork?	1116	26
B		
Balance or Bias? Information Selection for the Research, BARFORD, J.A.	1116	7
Bank's "Quality" Effort Makes Sound Business Sense	1113	17
(The) Bank That Likes Its Customers to Say Yes	1113	19
BARFORD, J.A., Balance or Bias? Information Selection for the Researcher	1116	7
BETHEL, J., Genesis at the Institute of Personnel Management	1115	28
BLAGDEN, J., Building for the Future – Cranfield's New Library	1111	15
BOAKYE, G., The Academic Libraries of Developing Countries: Towards Effective Book Provision in the Face of Austerity	1116	12
Brent's Pilot Project Goes Live, TYERMAN, K.	1115	27
Building for the Future – Cranfield's New Library, BLAGDEN, J.	1111	15
C		
Capturing the Customer's Voice	1113	38
Career Opportunities for Library and Information Science Professionals in Africa, AFOLABI, M.	1114	13
CD-ROM: C or K?, AWOGBAMI, P.A.	1116	26
CHANDLER, H.E., European Community Information on CD-ROM	1111	4
CHANDLER, H.E., European Community Information on CD-ROM – *EUROCAT*	1112	21
CLAUSEN, H., The Nordic Information Quality Project: A Halfway Report	1114	21
Cohesive Corporate Values Provide Focus	1113	21
Comic Book Collections in Brazilian Public Libraries: The *Gibitecas*, VERGUEIRO, W.C.S.	1117	14
Contracting Out, LAWES, A.	1114	8
(The) Creation of Market Niches through Information in a Changing South Africa, THAPISA, A.P.N.	1115	17
Customer Service Can Reap Rich Rewards	1113	5
D		
DARTER, P., Two Worlds: Computers in Libraries and The London International Bookfair	1115	26
Delight Customers – Distance Competition	1113	34
DICKEY, W., see O'DONOGHUE, M.		
Disaster Planning in the 1990s – Getting it Right, ASHCROFT, L. and DONNELLY, H.	1117	25
DONNELLY, H. see ASHCROFT, L.		
E		
Electronic Documents and Authorship: Who Did It?, LUND, H.	1115	22
Electronic Mail in Academic Libraries: Is It Worth the Investment?, O'DONAGHUE, M. and DICKEY, W.	1112	4
European Community Information on CD-ROM, CHANDLER, H.E.	1111	4
European Community Information on CD-ROM – *EUROCAT*, CHANDLER, H.E.	1112	21
European Court of Justice Condemns UK Contracting Out, FLEMING, E.	1116	24
F		
FLEMING, E., European Court of Justice Condemns UK Contracting Out	1116	24
G		
Genesis at the Institute of Personnel Management, BETHEL, J.	1115	28
Geographical Information Systems (GIS): Their Use as Decision Support Tools in Public Libraries and the Integration of GIS with Other Computer Technology, HAWKINS, A.M.	1117	4
GREEN, T., Images and Perceptions as Barriers to the Use of Library Staff and Services	1117	19
H		
HAWKINS, A.M., Geographical Information Systems (GIS): Their Use as Decision Support Tools in Public Libraries and the		

	issue	page
Integration of GIS with Other Computer Technology	1117	4
Hilton's Home Away from Home	1113	9
I		
Images and Perceptions as Barriers to the Use of Library Staff and Services, GREEN, T.	1117	19
(The) Importance of Leadership	1113	23
In-flight Philosophy	1113	36
(The) Internet: International Information Highway, ADDYMAN, T.	1115	4
K		
Keeping Pace with Technology in the Library: Libotech International '94	1116	27
KHAMADI, S.I.D., A Proposal for Change at Moi University Library: Staff, Development, Training and Promotion	1116	18
L		
LAWES, A., Contracting out	1114	8
LINE, M.B., The Pursuit of Competitive Advantage in Libraries Leads ... Where?	1116	4
LUND, H., Electronic Documents and Authorship: Who Did It?	1115	22
M		
Making Customers Trendy	1113	15
Making Complaints Pay	1113	27
McDERMOTT, E., Who Needs Equal Opportunity? – Libraries Do!	1112	9
(The) Missing Ingredient	1113	26
N		
NICHOLAS, D. and PANDIT, P., What Happened to Libraries in Independent Television? And What Might Lie in Store for Us All...	1114	4
Not Resting on Its Laurels	1113	29
(The) Nordic Information Quality Project: A Halfway Report, CLAUSEN, H.	1114	21
O		
O'DONOGHUE, M. and DICKEY, W., Electronic Mail in Academic Libraries: Is It Worth the Investment?	1112	4
P		
PANDIT, P., see NICHOLAS, D.		
(The) Perfect Smile	1113	3
(A) Proposal for Change at Moi University Library: Staff Development, Training and Promotion, KHAMDI, S.I.D.	1116	18
(The) Pursuit of Competitive Advantage in Libraries Leads... Where?, LINE, M.B.	1116	4
Q		
Quality Is ... Never Having to Say That the Laundry Is Shut!	1113	13
R		
REVILL, D., The Aldham Robarts Learning Resources Centre	1115	10
S		
Seventeenth International Online Information Meeting: A Report, ASHCROFT, L.	1112	18
STOICA, I., Another Future for the Romanian Libraries	1111	25
Sun, Sea, Sand and Service	1113	11
T		
THAPISA, A.P.N., The Creation of Market Niches through Information in a Changing South Africa	1115	17
Total Quality in the Real World	1113	32
Training for Co-operation, ASHCROFT, L.	1111	28
Two Worlds: Computers in Libraries and The London International Bookfair, DARTER, P.	1115	26
TYERMAN, K., Brent's Pilot Project Goes Live	1115	27
W		
What Happened to Libraries in Independent Television? And What Might Lie in Store for Us All ..., NICHOLAS, D. and PANDIT, P.	1114	4
Who Needs Equal Opportunities? – Libraries Do! McDERMOTT, E.	1112	9
World-class Service Quality at Ritz-Carlton	1113	7
V		
VERGUEIRO, W.C.S., Comic Book Collections in Brazilian Public Libraries: The *Gibitecas*	1117	14